



TELECOMMUNICATIONS BULLETIN

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**Bureau of Communication
and Computer Services**

From:

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Customer Solution Center

2006 Local Telephone Directories

The Telecommunications Coordinator for each state agency is responsible for securing local telephone directories for their offices. Printing dates for local directories vary from carrier to carrier throughout the Illinois service areas. Many telephone providers subcontract the printing of local directories and have processes in place for contacting area businesses and government offices to determine the number of local directories needed at each street address.

Much of Illinois is within SBC/AT&T territory; thus, we have attached a listing of Illinois cut off dates for SBC/AT&T directory changes. Changes in the blue-tabbed "Government Pages" and the red-tabbed "Business Pages" in both the Springfield and Chicago directories (published by R. H. Donnelley) require a Telecommunications Service Request (TSR) to correct your listing(s). TSRs to change Springfield listings must be returned to the CMS Customer Solution Center by September 4, 2006. TSRs to change Chicago listings must be returned to the CMS Customer Solution Center by December 1, 2006. Deadlines for all other local directories are provided in the attachment to this Bulletin posted on our web site at www.state.il.us/cms/telecom.

If your agency has regional offices or facilities where local telephone service is provided by another independent telephone company, you should call the customer service number listed in the front of their local telephone directory. The local telco can provide you with the 2006 cut off date for publication changes and should be able to assist you in ordering a sufficient supply of books.

To avoid charges for delivery of local directories, Telecom Coordinators should have each regional/satellite office order their own local books. Telco providers will deliver directories to their local customers at no charge. If, for example, a Springfield Telecom Coordinator orders directories for a branch office in Rockford, the agency will be billed for those books since the request came from a non-Rockford based source.

Some telcos make local directories available in electronic/CD format that can be loaded to your agency's LAN and shared by all users. If interested in this option, call the customer service number in the front of your local directory to inquire, request a CD at a minimal charge, and provide this to your system administrator.

Should you have questions regarding listings in local telephone directories and completion of TSRs to change directory listings, please contact Twana Brooks at (217) 782-8885 or by email at twana.brooks@illinois.gov.

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For more information...
visit our website at
www.state.il.us/cms/telecom